

**Nutrition Project Council Agenda**  
**Jefferson County**  
Workforce Development Center  
874 Collins Road, Room 103  
Jefferson, WI

Date: July 31st, 2018

Time: 2:00 p.m.

**Committee Members:** Carol Ellingson, Janet Gerbig, Barb Natrop, Carol O'Neil, Audrey Postel, and Carol Battenberg.

1. Call to order
2. Roll call (establish of a quorum)
3. Certification of compliance with Opening Meetings Law
4. Approval of the agenda
5. Approval of Minutes
6. Communication
7. Public Comment (Members who wish to address the committee on specific agenda items must register their request at this time)
8. Governance: Review Candidates for Nutrition Project Council- Sandra Basich, Nancy Boos and Barbara Schmitt
9. Nutrition Site Assessment
10. Participant Satisfaction Survey
11. Depression and Suicidal Ideation in the Senior Population. Presentation by Kim Propp, LPC, Emergency Mental Health Supervisor
12. Customer Service Training
13. Roundtable discussion regarding current and future services provided by Senior Dining, included updates, issues and concerns regarding meal sites
14. Adjourn

Future Meeting dates: October 23<sup>rd</sup>, 2018

**A Quorum of any Jefferson County Committee, Board, Commission or other body, including the Jefferson County Board of Supervisors, may be present at this meeting.**

**Individuals requiring special accommodations for attendance at the meeting should contact the County Administrator 24 hours prior to the meeting at 920-674-7101 so appropriate arrangements can be made.**

# Tell Us What You Think.....*Your Opinion Matters!*

## Jefferson County Senior Dining Survey - 2018

If you prefer to take this **survey online** (instead of using this paper version), use the following link:

<https://www.surveymonkey.com/r/SeniorDining2018>

1. How does the food taste?

- Poor       Fair       Good       Very Good       Excellent

Comments \_\_\_\_\_

2. Lately, the food quality has been:

- Better       Worse       The same

Please Comment \_\_\_\_\_

3. When you eat at the dining center, how much of your **total daily food intake** is from this meal?

- Less than one third (1/3<sup>rd</sup>)       About one third (1/3rd)  
 About half (1/2)       About two thirds (2/3rd)  
 More than two thirds (2/3rd)

4. Why do you attend the dining center? (check all that apply)

- To eat a balanced meal       To visit with friends  
 To help make ends meet       Unable to prepare meals at home  
 For food and nutrition information

5. Do you eat healthier foods because of the senior dining program?

- Yes       No

6. Do the meals help you maintain or improve your health or conditions such as diabetes, heart disease, high blood pressure, etc.?

- Yes       No       Don't know       Doesn't apply to me

7. Does the senior dining program help you continue to live freely where you choose?

- Yes       No       Don't know

8. Without these meals, would you have at least one hot, freshly prepared meal to eat daily?

- Yes       No

9. Without these meals, would there be days you do not get enough to eat?

- Yes       No

**Please continue survey on back →**

10. Have you skipped any meals to pay for other living expenses?

- Yes       No

11. Does the senior dining program improve your quality of life?

- Yes       No

12. Are you satisfied with the service you receive from the senior dining program?

- Never       Seldom       Sometimes       Usually       Always

13. Are any of the following statements true about the **fruit** served in the senior dining program? (check all that apply)

- I receive more of a variety of fruit than I otherwise get at home.  
 I eat more fruit because of the senior dining program.  
 The fruit I receive is usually fresh.  
 The fruit I receive is usually of good quality.  
 None of the above are true

Comments \_\_\_\_\_

14. Are any of the following statements true about the **vegetables** served in the senior dining program? (check all that apply)

- I receive more of a variety of vegetables than I otherwise get at home.  
 I eat more vegetables because of the senior dining program.  
 The vegetables I receive are usually fresh.  
 The vegetables I receive are usually of good quality.  
 None of the above are true

Comments \_\_\_\_\_

16. What prevents you from attending the dining center more often?

\_\_\_\_\_

17. If you could change something about the senior dining program, what would that be?

\_\_\_\_\_

\_\_\_\_\_

**Additional comments:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

***Thank you for your feedback***

# Customer Service 101 Required Training

Revised July 9, 2018

Wisconsin Senior Nutrition  
Program Training

GWAAR Nutrition Team

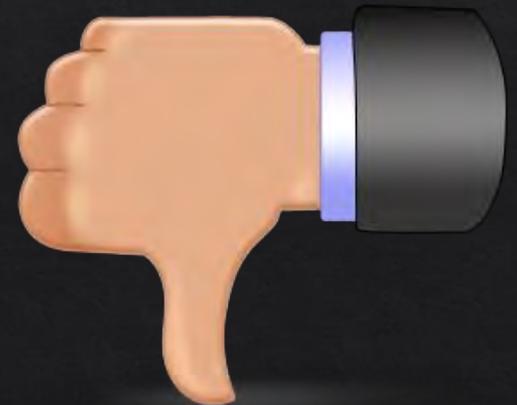


# Wisconsin Aging Network P&P Chapter 8

Important skills and qualities to consider when hiring dining-center managers include: **customer service skills**, food-handling experience, first aid certification, group leadership experience, problem-solving abilities **and a warm, non-judgmental personality**

# Customer Service Definition

Any contact between a customer and a company, that causes a negative or positive perception of that company.



# Basic Expectations of All Nutrition Staff and Volunteers

- ◆ We **Respect & Value each other's work**. Everyone's job is equally important.
- ◆ We expect **open & respectful communication**.
- ◆ We expect **flexibility and willingness** to accept changes.
- ◆ All employees/volunteers are **treated fairly & consistently**.
- ◆ We expect all employees & volunteers to come to work with a **positive attitude**.

# Self-Centric vs Customer-Centric

**Self-Centric** thoughts are focused on yourself, your problems, etc., rather than the customers needs.

**Customer-Centric** thoughts put you in the mindset of the customer.

# To Excel at Customer Service

Be flexible

Have a positive attitude

Be resilient

Like yourself

Motivated to serve others

Have energy & enthusiasm

Be customer sensitive &  
sincere

Customer  
Service is  
a matter  
of the  
**HEART**

---

**H**ear and listen to your  
customers

---

**E**ncourage them, make  
them feel safe and welcomed

---

**A**ttitude- keep it positive  
and energetic

---

**R**espect your customers

---

**T**alk and communicate with  
your customers to gain  
valuable input and to  
establish rapport



# Customer Service vs. Customer Experience

◇ Service fulfills a need, but hospitality fulfills people.

Make the experience positive and they will keep coming.

Video Clip Customer Service vs. Customer Experience. ~ 5 min. Stop at 9:37 minute mark.



Be aware of your mood  
& attitude and the  
impact it has on others.



**Be.  
Here.  
Now.**

Be in the Moment

# Examples of How to “Be in the Moment”

1

Engage  
with  
customers

2

Use their  
names

3

Make eye  
contact and  
truly listen

4

Prioritize  
tasks and  
make sure  
everyone is  
taken care of  
in a timely  
fashion

## An Ideal Senior Dining Site

- ◆ Great food in an environment that encourages caring, is welcoming, invites socialization and offers choice...
- ◆ This equals a growing, successful dining site.

# What are some expectations you have when you dine out?

- ◆ Friendly & energetic service
- ◆ Clean
- ◆ Safe and high quality food
- ◆ Welcoming Atmosphere

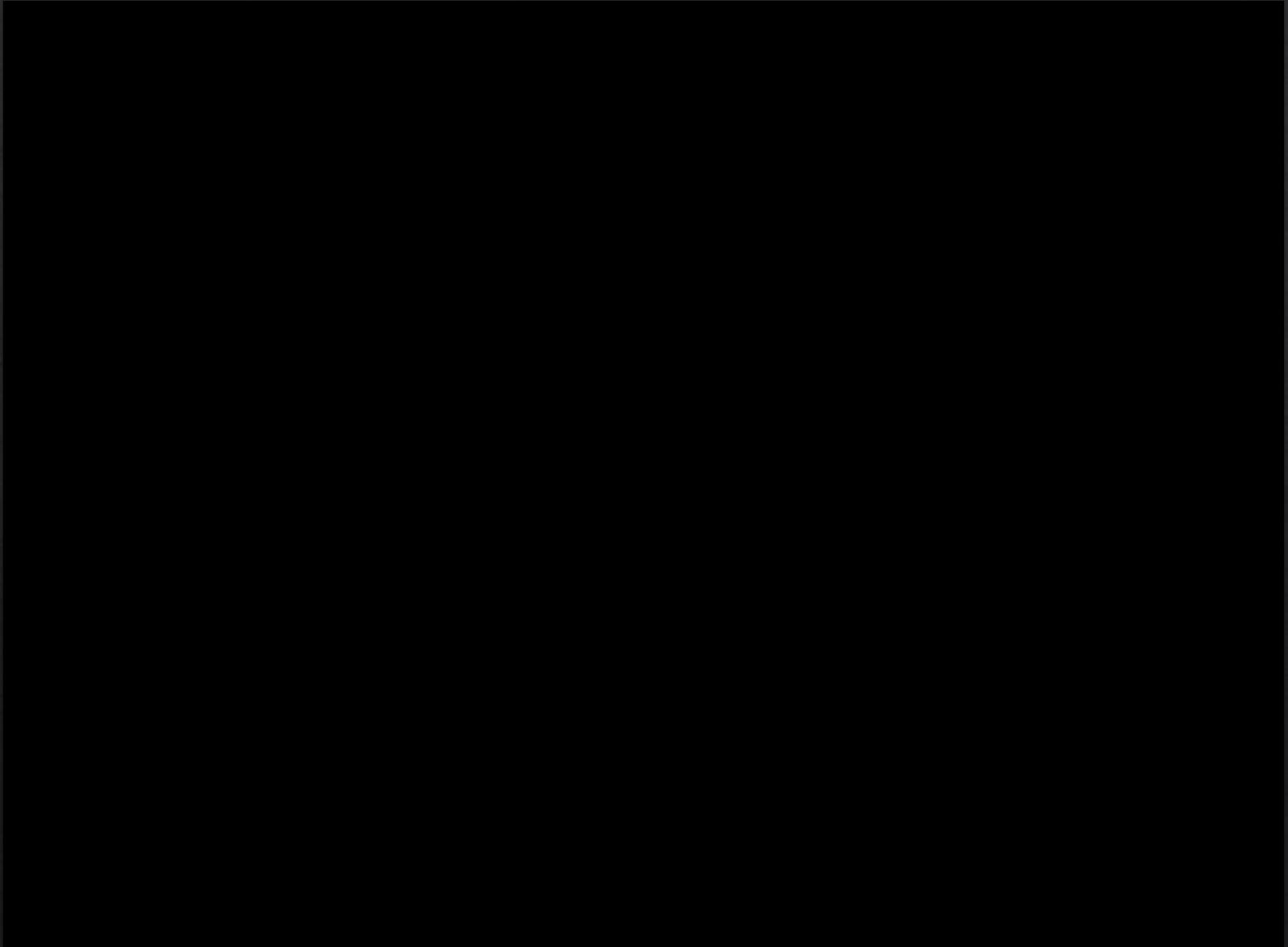


Does  
anyone  
want to  
share a  
time when  
you were  
dissatisfied  
with  
service?

**WHAT HAPPENS  
IF THESE  
EXPECTATIONS  
AREN'T MET?**

# Bad Customer Service Experience Clip

(~ 2 minutes)



# This is YOUR Wisconsin Senior Dining Program!

## We promise to . . .

- Serve tasty, safely-prepared, healthy, and good quality meals in a clean facility.
- Greet you with a smile, treat you with respect, and offer genuine hospitality during your visit.
- Provide a positive, fun atmosphere that promotes friendship and socialization. We want you to feel comfortable, safe, respected — and energized when you leave.
- Listen and respond to your concerns and suggestions for improving the program.
- Provide you with volunteer and educational opportunities that promote health, wellness, and social interaction.
- Provide accurate and practical information and assistance that can enhance your independence.
- Keep your donations and personal information private and confidential.
- Provide you with timely information if we need to close the dining center or cancel an event due to weather, power outages, or other reasons.

We're so glad you're here!



## Your Responsibilities . . .



- Treat staff, volunteers, and guests with respect.
- Minimize wasted food by reserving and canceling meals according to meal site policies.
- Provide information required by our funding sources when requested.
- Contribute to the cost of the meal by donating what you can afford. Please don't ask about or comment on what others donate.
- Follow appropriate grievance procedures if you have a complaint or concern.
- Be part of a positive atmosphere. Conduct yourself according to dining center expectations.
- If you take any part of your meal home, be responsible for handling it safely. Refrigerate and reheat it appropriately.

If for any reason you feel we are not holding up our end of the bargain, please contact:



# Welcome to the Wisconsin Meals on Wheels Program!

## We promise to . . .

- Deliver tasty, safely-prepared, healthy, and good quality meals.
- Greet you with a smile and treat you with respect.
- Listen and respond to your concerns and suggestions for improving the program.
- Provide you with accurate and practical information and assistance that promotes health and wellness and can enhance your independence.
- Keep your donations and personal information private and confidential.
- Provide you with timely information when we need to cancel meal delivery due to weather, power outages, or other reasons.

We're  
happy to  
see you!



## Your responsibilities . . .

- Be at home to accept the meal being delivered.
- Treat staff and volunteers with respect.
- Minimize wasted food by reserving and canceling meals according to our policies.
- Provide information required by our funding sources when requested.
- Contribute to the cost of the meal by donating what you can afford.
- Follow appropriate grievance procedures if you have a complaint or concern.
- Adhere to the home delivered meal program guidelines and expectations.
- If you choose not to eat your meal immediately, please be responsible for handling it safely by refrigerating and reheating it appropriately.

**If for any reason you feel we are not holding up our end of the bargain, please contact:**



# Don't Forget Internal Customers

*...it is not about  
the money!...*

- Volunteers & staff  
have choices about

whether or not to  
show up

- Give them regular  
doses of appreciation



# HANDLING DIFFICULT SITUATIONS

# Have the Right Mindset for Effective Communication

## Positive Mindset

- ◇ Best interest of all in mind.
- ◇ Every person has strengths and weaknesses.
- ◇ We can learn to work together well.
- ◇ I am partly responsible in this interaction or relationship

## Negative Mindset

- ◇ That person is so irritating
- ◇ I swear they do that just to bother me
- ◇ They will never get it right or change.
- ◇ It's all their fault.

# Stay Calm and Have *CARP*

- ◇ **Control/Calm:** Don't let the situation control you.
- ◇ **Acknowledge:** Understand their emotional state.
- ◇ **Refocus:** What's the real problem?
- ◇ **Problem-Solve:** Get information to determine options & make a decision.

Customers don't  
expect perfection,  
but they do expect  
you to fix things  
when they go wrong.

1. **Privacy-** Talk to the person in private
2. **Apologize**
3. **Listen intently** without interrupting.
4. **Maintain eye contact**, watch your body language.
5. **Don't Argue.** Speak calmly to customers and to assure them that you'll do what you can to help.
6. **Restate** their concern for clarity.
7. **Find a resolution** that is agreeable to the person.

# If the Issue is Not Resolved

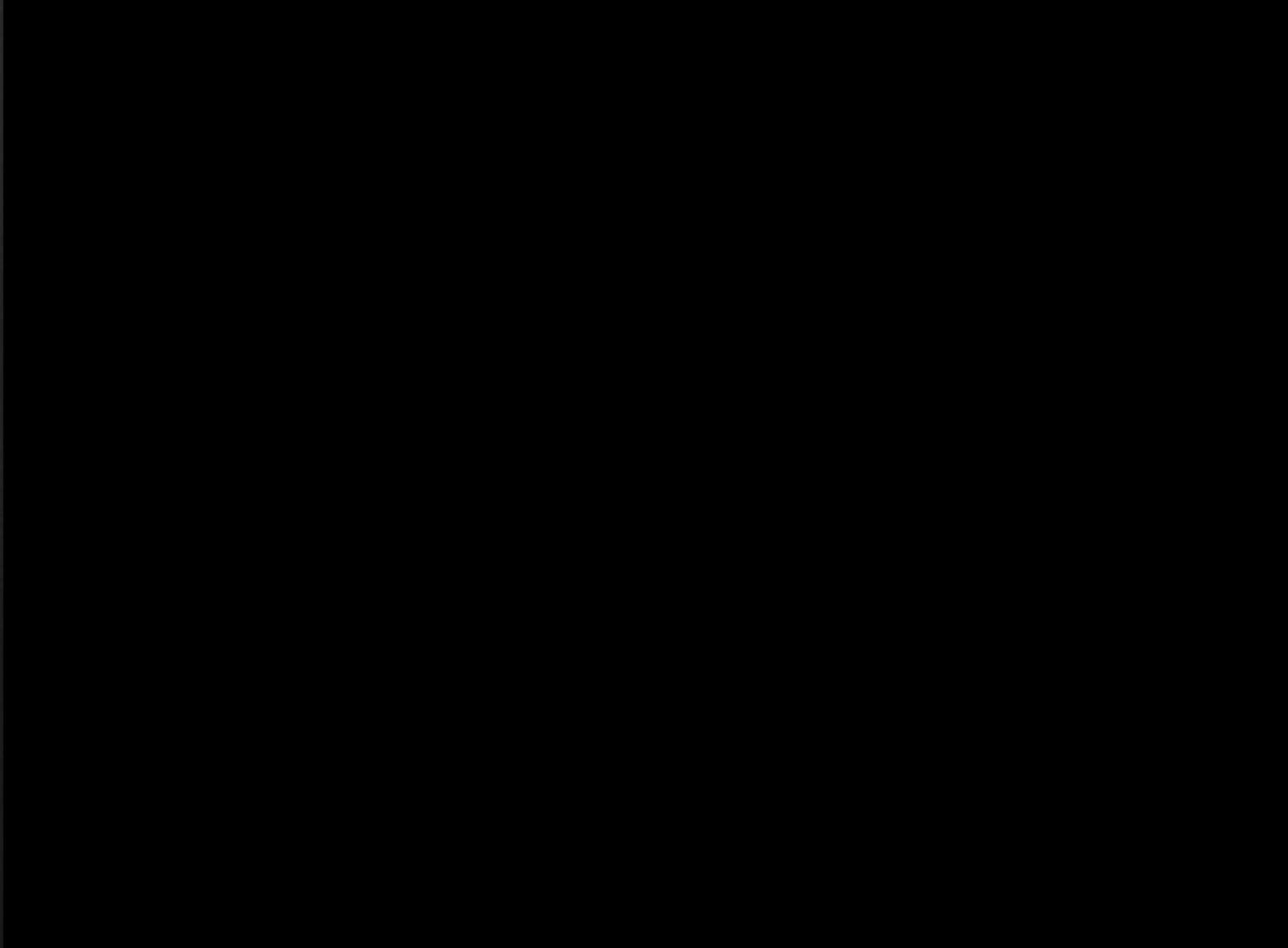
- ◆ **Notify your Supervisor**
- ◆ **Schedule a time to meet.** This allows time to cool off and process the situation.
- ◆ **Prepare**-Think about what the real issue is.
  - ◆ Have dates and times of the issue you plan to discuss, keep it factual, not emotional.
- ◆ **Ask**- the person about their behavior. Be specific about how it affects you or the environment of the site.
- ◆ **Purpose**- for things to improve or be resolved.
- ◆ **Believe** - you can find a successful solution together.

# The Angry Customer

Watch this 6  
minute clip.

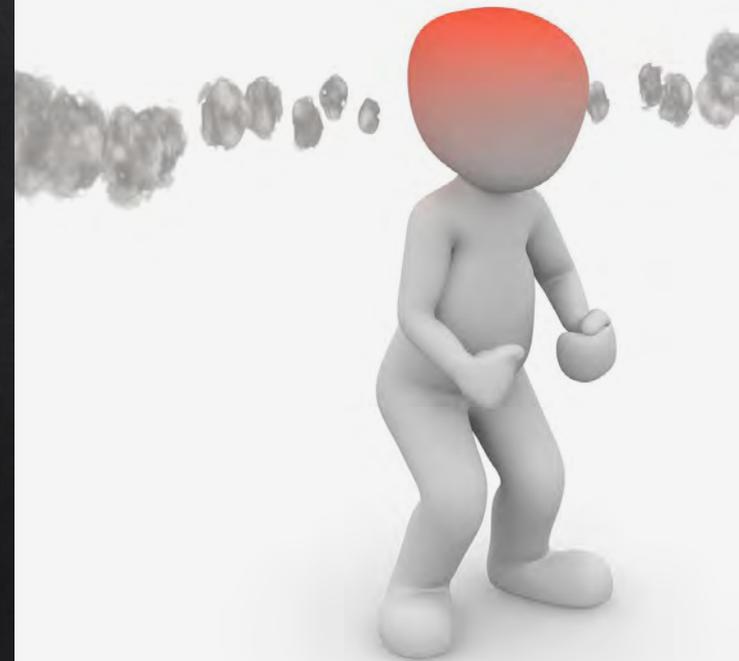
<https://www.youtube.com/watch?v=ybCxN86n61k>

Angry Customer Scenario ~ 6 min.



# Why is the Customer Angry?

- ◇ They feel disrespected-  
“Nobody is listening to me!”
- ◇ They feel insecure- “Nobody really cares about my complaint.”
- ◇ They feel they have no control.
- ◇ Other issues:
  - ◇ Problems at home
  - ◇ Worried about their health



# The Angry or Hostile Person

Do not get angry yourself, this will escalate the situation.

Get on the same physical level as the person, preferably sitting down.

Remain calm, use a low, quiet voice. "It seems like you are upset...I don't blame you. Let's see what we can do."

Don't take it personally.

If the angry person attacks another participant, stop the behavior immediately by saying something like, "There is no place for that kind of behavior in this group. We want to respect each other and provide mutual support."

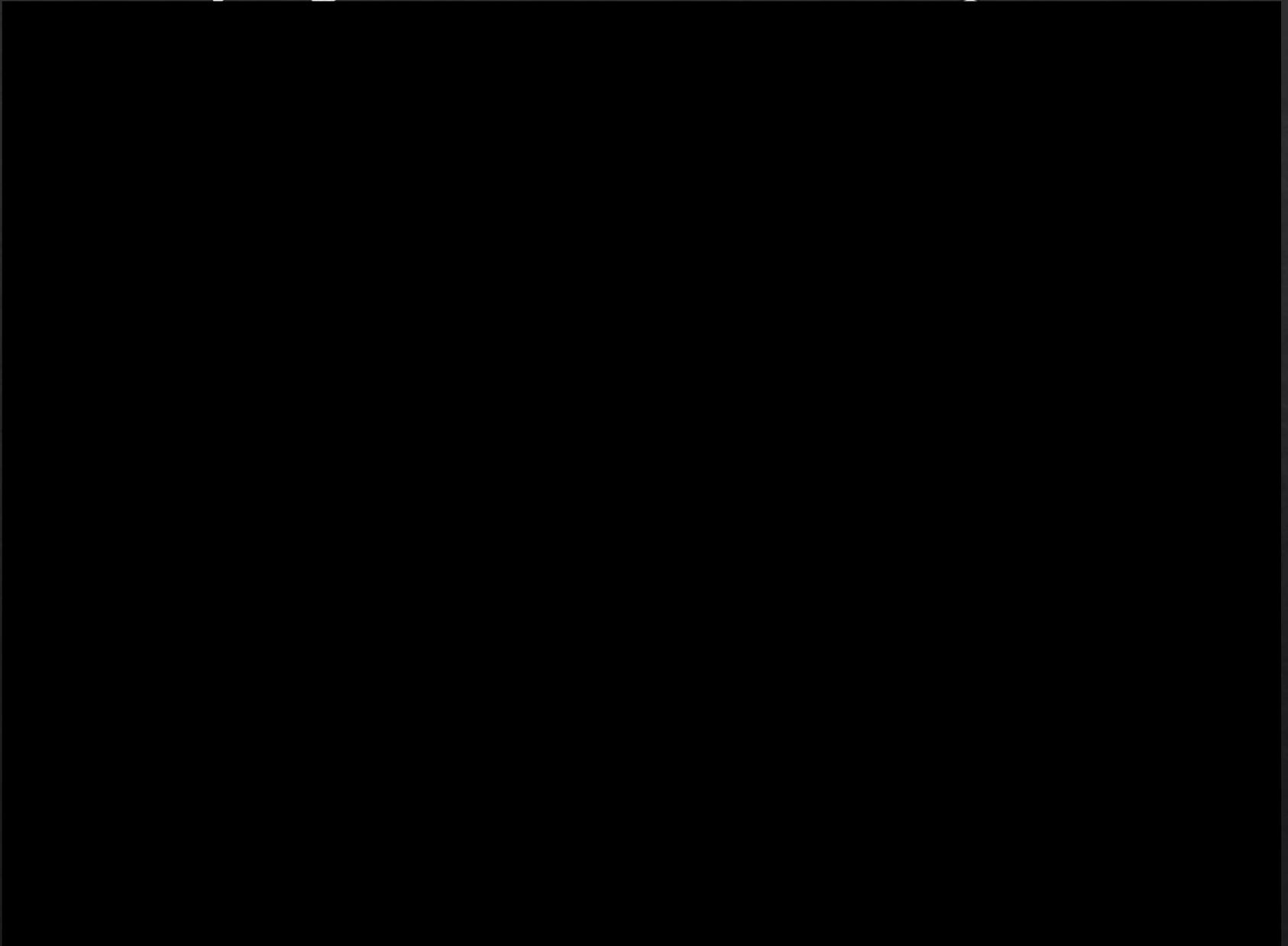
# Bullying



Bullying is defined as intentional, repetitive, aggressive behavior involving an imbalance of power or strength

(Hazelden Foundation, 2008)

Bullying in Older Adults Clip ~ 3 min.



# What does Bullying look like in Seniors?

Name Calling

Monopolizing Activities

Teasing/Gossiping/Whispering

Hurling Insults

Constant Complaining

Sarcastic Remarks

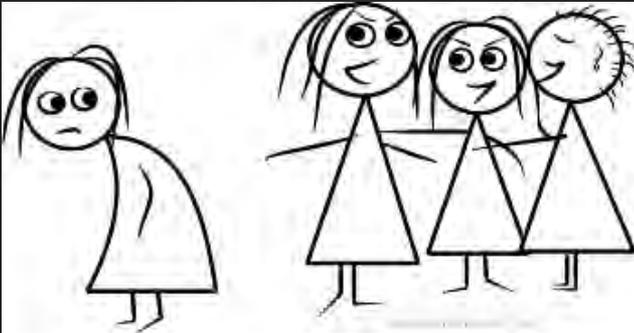
Saved Seating

Pointed Jokes

Hand Slapping

Bossing Around

Loudly Arguing



# Causes of Bullying in Seniors

Loss of independence, relationships, income, and valued roles may contribute to “senior bullying”; they may be seeking control at a time in life when they feel exceptionally powerless

Inexperience  
with  
“communal”  
living or  
activities

Need to be  
in charge

# Minimizing Bullying Behavior

- ◆ Review “Promises” and “Expectations.”
- ◆ Do not allow “saved seating”
- ◆ Have “greeters” for new folks.
- ◆ Don’t start or spread gossip
- ◆ Address inappropriate behavior.
- ◆ Offer opportunities for seniors to contribute ideas, make choices, become leaders and feel important.



# How to Help Yourself After Any of These Episodes

Talk to supervisor

Debrief and review to see if you could have done anything different for future reference

## Take a Time-Out

Deep Breathing

Go for a short walk

Just be still for 2 minutes



# Let's Review...

- ◆ Should you have a self-centric or customer-centric mindset?
- ◆ HEART Stands for?
  - ◆ The organ that keeps you alive
  - ◆ Key points for excellent customer service
- ◆ You should have a \_\_\_\_\_ mindset when working with customers.
- ◆ CARP is...
  - ◆ A type of fish.
  - ◆ Control/Acknowledge/Refocus / Problem Solve
- ◆ Customer-Centric
- ◆ Key points for excellent customer service
  - ◆ Hear, Encourage, Attitude, Respect, Talk
- ◆ Positive
- ◆ Control/Acknowledge/Refocus/ Problem Solve



Thank you for your dedication  
and service; we greatly  
appreciate you!

# References

- ◇ **Deliver World-Beating Customer Service, Part 2** by Steve Ferrante  
CEO, Sale Away LLC <http://www.shopownermag.com/deliver-world-beating-customer-service-part-2/#>
- ◇ *Campus Café Customer Service Manual*  
<http://www.slideshare.net/avoelzke/campus-cafe-customer-service-written-manual-19120661>
- ◇ *Dealing with the Angry Customer Presentation* by Steven P. Kuhn, MS,  
LPC-SAS

# Tell Us What You Think.....*Your Opinion Matters!*

## Jefferson County Home Delivered Meals Survey – 2018

If you prefer to take this **survey online** (instead of using this paper version), use the following link:

<https://www.surveymonkey.com/r/HDM2018>

1. How does the food taste?

- Poor       Fair       Good       Very Good       Excellent

Comments \_\_\_\_\_

2. Do the meals look good?       Yes       No

3. Is the hot food hot and cold food cold when it is delivered?       Yes       No

If no, please comment: \_\_\_\_\_

4. Lately, the food quality has been:

- Better       Worse       The same

Please Comment \_\_\_\_\_

5. How much of your **total daily food intake** is from the meal that is delivered?

- Less than one third (1/3<sup>rd</sup>)       About one third (1/3<sup>rd</sup>)  
 About half (1/2)       About two thirds (2/3<sup>rd</sup>)  
 More than two thirds (2/3<sup>rd</sup>)

6. Having meals delivered in person offers: (check all that apply)

- Someone to talk to       A sense of safety and security  
 A link to get more support if I need it       None of the above

7. Do you eat healthier foods because you receive Home Delivered Meals?

- Yes       No

8. Do the meals help you maintain or improve your health or conditions such as diabetes, heart disease, high blood pressure, etc.?

- Yes       No       Don't know       Doesn't apply to me

9. Does receiving Home Delivered Meals help you continue to live freely where you choose?

- Yes       No       Don't know

10. Without these meals, would you still have at least one hot, freshly prepared meal to eat daily?       Yes       No

11. Without these meals, would there be days you do not get enough to eat?

- Yes       No

**Please continue survey on back →**

12. Have you skipped any meals to pay for other living expenses?

- Yes       No

13. Does the Meals on Wheels program improve your quality of life?

- Yes       No

14. Are you satisfied with the service you receive from Home Delivered Meals?

- Never       Seldom       Sometimes       Usually       Always

15. Are any of the following statements true about the **fruit** served in the Home Delivered Meals program? (check all that apply)

- I receive more of a variety of fruit than I otherwise get at home.
- I eat more fruit because of the senior dining program.
- The fruit I receive is usually fresh.
- The fruit I receive is usually of good quality.
- None of the above are true

Comments \_\_\_\_\_

16. Are any of the following statements true about the **vegetables** served in the Home Delivered Meals program? (check all that apply)

- I receive more of a variety of vegetables than I otherwise get at home.
- I eat more vegetables because of the senior dining program.
- The vegetables I receive are usually fresh.
- The vegetables I receive are usually of good quality.
- None of the above are true

Comments \_\_\_\_\_

17. On most days, is the Home Delivered Meals driver the only person you see?

- Yes       No

18. If you could change one thing about the Home Delivered Meals program, what would that be? \_\_\_\_\_

\_\_\_\_\_

Additional comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

***Thank you for your feedback***

**Jefferson County Nutrition Project Council**  
**Minutes of Meeting**  
**4/24/2018 (Draft)**

**Call to Order**

The meeting was called to order at 2:04 p.m.

**Roll Call**

Present: Janet Gerbig, Watertown; Carol Ellingson, Jefferson; Carol O'Neil, Johnson Creek; Barb Natrop, Palmyra; Carol Battenberg, Lake Mills.

Also Present: Sharon Olson, staff; and Senior Dining Program Managers: Joy Clark, Cheryl Langlois, Jennifer Meyer, Julie Schultz, Bev Grenawalt and Patti Hills. Nancy Boos and Barb Schmitt present.

**Certification of Compliance with Open Meetings Law**

Olson certified compliance.

**Review of the Agenda**

The agenda was reviewed since Leigh was not able to attend the 2018 goals and Wand Spring Conference update will be presented at the next meeting.

**Communications**

None.

**Public Comment**

None.

**Nutrition site Assessments**

Olson shared that they will be the same as last year, the nutrition program council members will work with site manager to complete the assessment and Leigh will do a follow-up assessment at each site.

**Participant Satisfaction Survey**

The Satisfaction survey will be changed to being completed in June instead of November. Three addition questions can be added to the survey. If people had input on the survey questions, they will need to contact Leigh as Sharon did not have a copy of the survey questions.

**Catering Contract BID for 2019-2020**

The council had a discussion on catering bids. If anyone had a suggestion on who may be interested in bidding for the contract they can have them contact Leigh or I to get the bidding packet.

**Roundtable Discussions**

Concerns were shared on some of the food that has been delivered. One day a site ended up with burnt food but the other sites did not. There was a couple days that there was not enough food, so staff had to run to the store. Most of the sites have not had concerns; there may have been a day that there was not enough gravy. A suggestion for better packaging especially for the milk. Hot packs are not holding up.

**Adjourn**

The meeting was adjourned at 3:05 p.m.

Respectfully submitted,

Sharon Olson, ADRC Division Manager